



City of Columbus  
Mayor Michael B. Coleman

## Department of Development

Boyce Safford III, Director

### Building Services Division

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**Revised – August 28, 2009**

## Construction Industry Communication #15

**From: Tracie Davies, Assistant Director**

**Re: Signature-On-File-Transaction (*SOFT*) Account**

- Pay for permits, inspections and other related fees with a convenient, easy-to-use **SOFT** account.
- A SOFT account allows the customer to securely store credit card and signature information on-file with the City of Columbus for processing fees.
- Submit a completed and notarized **SOFT** application, available on our website at: [http://development.columbus.gov/Asset/iu\\_files/BSD/PDF/LicenseForms/l1-soft.pdf](http://development.columbus.gov/Asset/iu_files/BSD/PDF/LicenseForms/l1-soft.pdf), and return by mail or in-person to the Building Services Division (BSD) Customer Service Counter, 757 Carolyn Ave., Columbus, OH, 43224-3218.
- **SOFT** Accounts are not escrows – your credit card is charged only when you provide your Personalized Identification Number (PIN#), provided by BSD, for fee or inspection payment.
- There is a 48-hour turn-around service standard for all faxed payments.  
(Faxed additional inspection requests will be processed the same business day.)

**Establish a Building Services *SOFT* Account TODAY!**

**Stop in or call 614-645-6090**